Amendments to the Claims:
This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 4, 6, 19, and 22 as follows.

Listing of Claims:

1. **(Original)** A work-management method comprising:

determining a probability of availability at a future point in time of each of a plurality of resources;

combining the probabilities to obtain a number; and

using the number to schedule new tasks for the resources for the future point in time.

2. **(Original)** The method of claim 1 wherein:

using comprises

scheduling for the future point in time no more than the number of the new tasks to become available for servicing by the plurality of the resources.

3. **(Original)** The method of claim 1 wherein:

combining comprises

summing the probabilities to obtain the number.

4. **(Currently amended)** The method of claim 1 wherein

determining comprises

for each of the resources, determining an amount of time t that the resource has been servicing a task by now;

for each of the resources, determining a probability $F(t+h)$ of the resource servicing its task to completion within a total amount of time $t+h$, where h is an amount of time;

for each of the resources, determining a probability $F(t)$ of the resource completing servicing its task by now; and

for each of the resources, determining a probability P that the resource will complete servicing its task at the future point in time ~~an~~ the amount of time h from now as $\frac{F(t+h)-F(t)}{1-F(t)}$.

5. **(Original)** The method of claim 1 in a call center wherein:

tasks comprise calls; and

scheduling comprises

in response to *P*, determining whether or not to initiate or cancel an outbound call.

6. **(Currently amended)** A work-management method comprising:

determining an amount of time t that a resource has been servicing a task by now;

determining a probability $F(t+h)$ of the resource servicing the task to completion within a total amount of time $t+h$, where h is an amount of time;

determining a probability $F(t)$ of the resource completing servicing the task by now;

determining a probability P that the resource will complete servicing the task within ~~an~~ the amount of time h from now as $\frac{F(t+h)-F(t)}{1-F(t)}$; and

in response to P, scheduling another task for servicing.

7. **(Original)** The method of claim 6 wherein:

scheduling comprises

in response to P, determining whether or not to initiate said another task.

8. **(Original)** The method of claim 6 in a call center wherein:
tasks comprise calls; and
scheduling comprises
in response to P, determining whether or not to initiate an outbound call.

9. **(Original)** The method of claim 6 further comprising:
performing the determining steps for a plurality of resources, and
determining a number of the resources that will likely have completed servicing their respective tasks within the amount of time h from now as a sum of the probabilities P determined for individual ones of the plurality of resources; wherein
scheduling comprises
in response to determining the number of the resources, scheduling new tasks for servicing.

10. **(Original)** The method of claim 9 wherein:
scheduling tasks for servicing comprises scheduling no more than the number of the tasks for servicing.

11. **(Original)** The method of claim 6 wherein:
determining a probability $F(t+h)$ comprises
obtaining historical task-completion statistics, and
from the obtained statistics determining the probability $F(t+h)$; and
determining a probability $F(t)$ comprises
from the obtained statistics determining the probability $F(t)$.

12. **(Original)** The method of claim 11 wherein:

obtaining historical task-completion statistics comprises

obtaining a mean and a variance of time historically spent by resources on servicing tasks to completion.

13. **(Original)** The method of claim 6 wherein:

determining a probability $F(t+h)$ comprises

obtaining historical task-completion statistics,

fitting the task-completion statistics into a lifetime closed-form cumulative-probability distribution to determine parameters of the distribution, and

evaluating the distribution with the determined parameters and the total amount of time $t+h$ to obtain $F(t+h)$; and

determining a probability $F(t)$ comprises

evaluating the distribution with the determined parameters and the amount of time t to obtain $F(t)$.

14. **(Original)** The method of claim 13 wherein:

obtaining historical task-completion statistics comprises

obtaining a mean and a variance of time historically spent by resources on servicing tasks to completion;

the cumulative-probability distribution F comprises a Weibull distribution; and

the parameters comprise a dispersion parameter and a parameter of central tendency.

15. **(Original)** The method of claim 6 wherein:

determining an amount of time t comprises

determining the amount of time t that the resource has been servicing a task of one of a plurality of different types of tasks; and

determining historical task-completion statistics comprises determining the historical task-completion statistics for the one type of tasks.

16. **(Original)** The method of claim 6 wherein:
scheduling another task comprises
in response to *P* initiating preparation of a task that may require servicing by an agent at a later time.

17. **(Original)** The method of claim 6 wherein:
determining a probability *F(t+h)* comprises
obtaining a historical histogram for task completion, and
evaluating a cumulative said probability with the obtained histogram for the total amount of time *t+h* to obtain *F(t+h)*; and
determining a probability *F(t)* comprises
evaluating the cumulative probability with the obtained histogram for the amount of time *t* to obtain *F(t)*.

18. **(Original)** The method of claim 6 wherein:
scheduling comprises
in response to *P*, canceling preparation of a task that could require servicing by a resource.

19. **(Currently amended)** An apparatus ~~that effects~~ having means for effecting the method of one of claims 1-18.

20. **(Original)** A computer-readable medium containing instructions which, when executed in a computer, cause the computer to perform the method of one of claims 1-18.

21. **(Original)** A work-management apparatus comprising:

means for determining a probability of availability at a future point in time of each of a plurality of resources;

means cooperative with the determining means for combining the probabilities to obtain a number; and

means cooperative with the combining means for scheduling for the future point in time no more than the number of new tasks for servicing by the plurality of the resources.

22. **(Currently amended)** A work-management apparatus comprising:

means for determining an amount of time t that a resource has been servicing a task by now;

means cooperative with the time-determining means for determining a probability $F(t+h)$ of the resource servicing the task to completion within a total amount of time $t+h$, where h is an amount of time;

means cooperative with the time-determining means for determining a probability $F(t)$ of the resource completing servicing the task by now;

means cooperative with both of the probability-determining means for determining a probability P that the resource will complete servicing the task within ~~an~~ the amount of time h from now as $\frac{F(t+h)-F(t)}{1-F(t)}$; and

means cooperative with the P-determining means and responsive to P for scheduling another task for servicing.